

Ms. Littmann,

I have been in this industry for over 30 years. I started out in the automotive service side and then switched to the auto body side. While I've seen a lot of labor rate increases for the service industry, I saw virtually no increase on the body shop side of the industry. To repair damaged automobiles and make them look new requires a high level of skill and talent. These men and women in this industry are not being compensated properly for that because the insurance companies are not being required to pay appropriate labor rates. In Massachusetts we have one of the lowest, if not the lowest labor rates for auto body shops in the entire country. This is an economic burden on any affected people. The consumers, who are being told in some cases that they need to pay the difference of the labor rate the insurance companies won't cover. The auto body shops who are having to close their businesses because they can't afford to keep technicians and of course all the talented technicians in this industry who have not seen any increase in their paychecks for years. There are no new technicians getting into this field because the compensation is so low.

This matter has come up before a special commission before, but it never seems to get passed. The insurance companies are allowed to charge consumers increases on their automobile coverage every year, some of that should be passed along to the industry that has to repair their customers' vehicles. Please consider all the facts and how so many people in this state are being negatively impacted by this extremely low labor rate. Thank you for your consideration.

**THANK YOU**

***JEANNA MARIE SELLERS***

***CENTRAL COLLISION MANAGER***